



**U.S. General Services Administration**



# Using Your GSA Fleet Card

Jenny Kane  
Loss Prevention Team

**2015 Federal Fleet Management Training**  
General Services Administration



# GSA Motor Vehicle Management Value Proposition



Right Vehicle



Right Price



Great Service

*and the required data needed to effectively and efficiently manage a fleet*



# Using Your GSA Fleet Card

- Fleet Card Management and Usage
- Card Ordering
- Transaction Review
- Fraud Case Management & Prevention
- Cross Service Vendor Payments
- Resources



## Did You Know?

- GSA's Fleet includes 200,000 leased vehicles
- GSA Fleet cards transacted nearly 8 million times in FY14
- That's equal to 15 transactions every minute
- Total program spend reached nearly \$516 million in FY14



# How are “Fleet” Cards Different?

- **Custom card controls** – number of transactions per day, dollars per transaction by vehicle classification, and product codes
- **Driver ID** - numbers for card security
- **Level III Data Capture** - which allows for transaction review, life cycle vehicle costing and tax recovery
- **MasterCard Virtual Platform** - where WEX is not accepted at a site, backup payment available to merchants



# Your GSA Fleet Card

Remind  
service  
vendors  
tax  
exempt

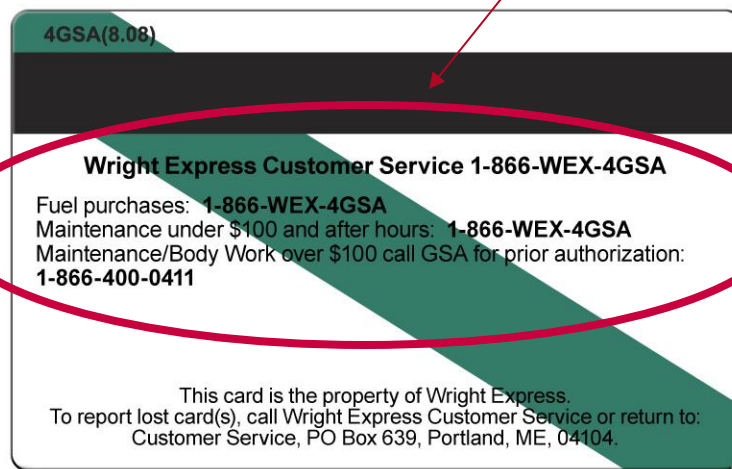


Enter correct  
odometer  
readings

Service for  
fueling issues  
and repairs  
under \$100

One card per  
vehicle

GSA MCC/AMC  
for repair  
approvals over  
\$100





# Accepting Vendors

## FUEL



Card acceptance is subject to independent owner/operator participation and subject to change without notice.

## SERVICE







# Accepting Vendors

- 135,000 fueling locations accounting for 90% of retail fueling sites
- 50,000+ diesel locations
- 2300 fueling stations in Canada (more slated for 2015)
- 45,000 maintenance locations that swipe WEX card
- Additional 500,000 fuel/maintenance locations via WEXPay™, with a virtual MasterCard provided via phone





# Ordering A Replacement Card

- Go to: <http://drivethru.fas.gsa.gov/>
- Login using your own customer number and access code
- Select “WEX Replacement Card Ordering”
- You are able to direct ship to either your default address or to a field location you enter
- Cards shipped overnight; cards ordered before 2:00ET will arrive next business day



# 2015 Card Expiration

- GSA Fleet cards are replaced every 3-4 years
- Upcoming expiration 11/30/2015
- Cards will be distributed 8 weeks prior to expiration to ensure time for distribution and exchange
- Start using your new cards upon receipt
- Destroy/shred old cards
- WEX cards will not transition to chip cards at this time



# Authorized Use of Fleet Card

<b>Authorized Purchases</b>	<b>Unauthorized Purchases</b>
Regular unleaded, self service fuel for GSA vehicle	Premium or full service fueling
Immediately consumable items for vehicle (e.g. Quart of oil, washer fluid)	Maps, air fresheners, food, etc.
Required preventative maintenance	Over maintaining vehicle – ONLY do maintenance authorized by GSA Fleet
Car washes – not to exceed regional policy	Excessive car washes or details
Mechanical repairs for the GSA vehicle to which card is assigned	Upgrading tires, accessories such as snow plows without prior approval from FSR



# Keeping Maintenance Costs Down

- Use vehicle manufacturer roadside assistance programs which are free
- For preventative maintenance follow GSA instructions rather than vendor recommendations
- If you have concerns about a maintenance location please let your FSR know
- Please report any suspected fraud to [lpt@gsa.gov](mailto:lpt@gsa.gov)



# Transaction Review

- Business Rules – transactions reviewed against GSA's rules which kick out exceptions
- Exception Misuse – researched and provided to FSR and agency for discussion and review
- Exception Fraud – The GSA OIG will work with agency OIG in fraud case investigations
- Findings - are billed to agency on monthly billing
  - U2 for misuse
  - U3 for fraud



# Level 3 Data Capture

<b>Metric</b>	<b>Level 1 Data</b>	<b>Level 3 Data</b>
GSA Plate Number	X	X
Transaction Date	X	X
Transaction Time	Varies	X
Merchant Name	X	X
Merchant Complete Address/Phone	Varies	X
Cost per unit; price per unit		X
Vehicle odometer (driver entry)		X
Product Code – what was purchased vs. where purchased		X
Tax data (up to 10 levels)		X



# Transaction Sample

Trans Date	Time	Card#	Gtag	Odom.	Unit	PPU	Gross Cost	Tax	Prod Desc	Brand
11/04/2014	06:22:34	****12229	G12 1234A	56970	GA	\$ 3.57	\$ 39.25	\$(5.69)	Unleaded	AAFES
11/04/2014	06:19:28	****12229	G12 1234A	60400	GA	\$ 3.57	\$ 26.48	\$(3.84)	Unleaded	AAFES
11/04/2014	06:21:07	****12229	G12 1234A	124474	GA	\$ 3.57	\$ 47.53	\$(6.90)	Unleaded	AAFES
11/04/2014	18:32:49	****12229	G12 1234A	60461	GA	\$ 3.57	\$ 14.71	\$(2.13)	Unleaded	AAFES

Four transactions  
within 2 hours







# Transaction Data Requests

- WEX is authorized to provide transaction data to Authorized GSA Fleet LPT personnel ONLY!
- If a customer agency needs transaction data, they will need to contact their Agency Fleet Manager who has access to the data through GSA Fleet Drive-thru.
- If agency law enforcement needs transaction data due to suspected fraud or misuse, they can contact [LPT@gsa.gov](mailto:LPT@gsa.gov) or myself and we'll ensure they get what they need.



# Types of Fraud

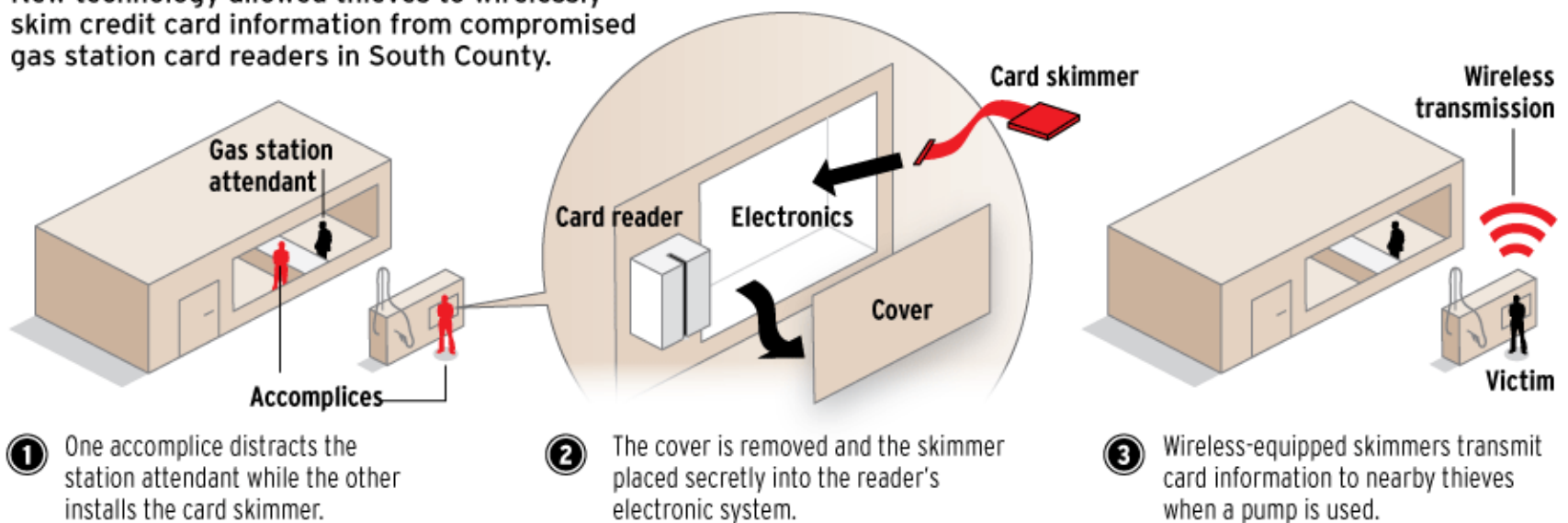
- Lost or stolen cards – card found and misused
- “Friends and family” – employee theft of cards used to fuel personal vehicles often for cash
- Phishing – phone calls or emails attempting to gather fleet card information
- Vendor – vendor is perpetrating fraud affects multiple agencies
- Skimming – card numbers stolen at the pump



# Skimming Fraud

## The next generation of card skimming

New technology allowed thieves to wirelessly skim credit card information from compromised gas station card readers in South County.



The Register

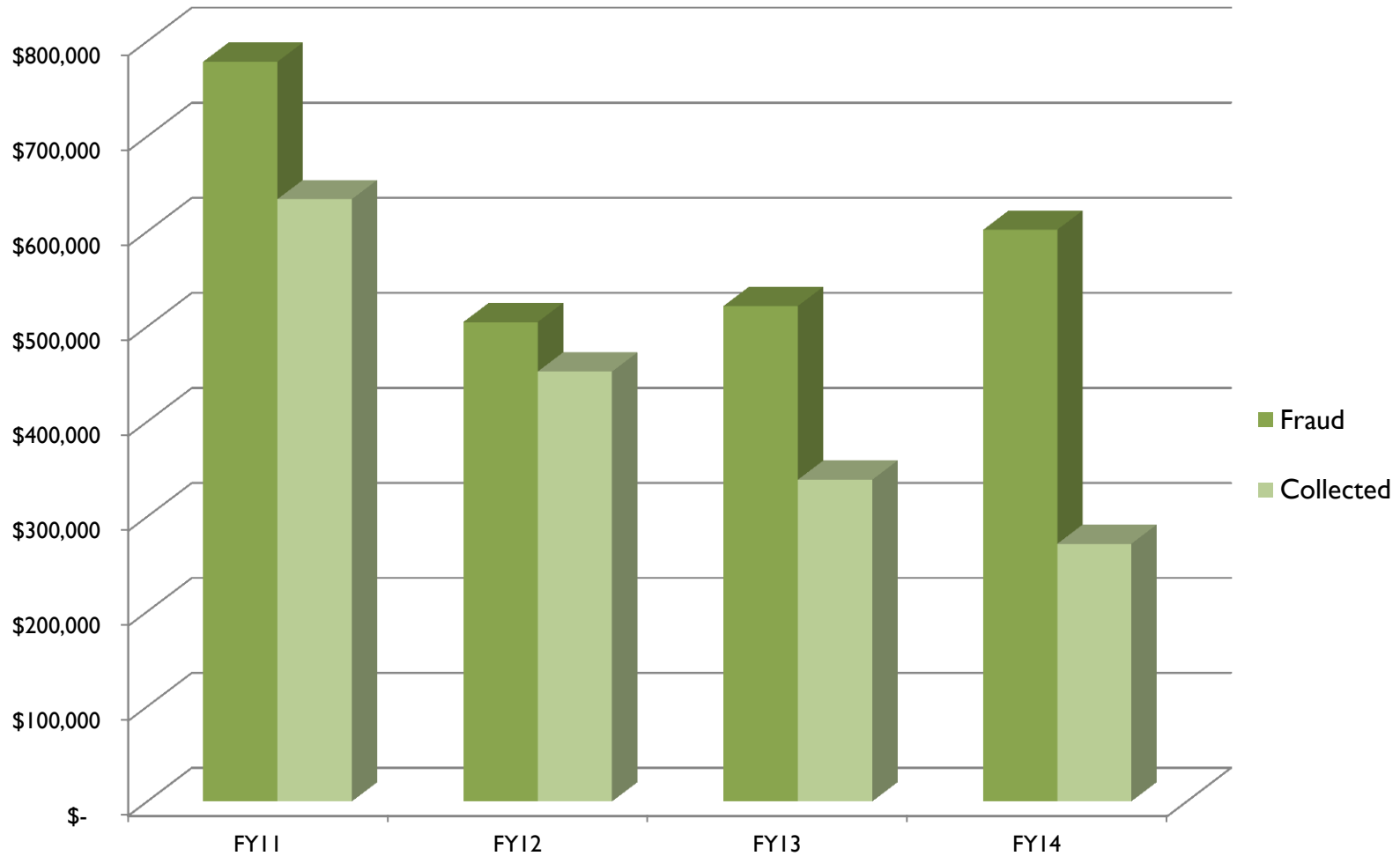


# Hidden Fuel Tank Fraud





# Fraud Statistics







# Decreased Fraud





# Fraud Prevention

- It is the Agency Point of Contact's responsibility to ensure accountability – know who had card and when
- When the card is in a driver's possession it should be secured and safeguarded as if it was a personal card. Do not leave the card in the vehicle or where others can gain access.

**“Federal agencies are responsible for the establishment of administrative controls to ensure that the fuel and services procured using the fleet charge card are for the official use of the agency and that administrative controls are maintained to prevent unauthorized use”.**





# Fraud Prevention

- One card per vehicle – use the correct one
- Keep your Driver ID/PIN confidential, do not write on/near the card
- Ensure pumps are not compromised/opened
- Use pumps facing the attendant, they are less likely to have skimming devices installed
- Secure cards where stored



# Cross Service Vendor Payments

Cross service agreements exist where an agency, due to remote location, provides on-site maintenance or fueling needs

- Contract management – including national agreements if appropriate
- Fleet card payment – to ensure cross service transactions have the same process flow as all other fueling and maintenance
- Customized transaction flow –ensure transactions can be submitted easily, without requiring system upgrades



# Resources – GSA Fleet Drive-Thru

Transaction Level Data  
Available to Agency  
Fleet Managers

Fueling Locations

Fueling Data  
(FAST)

WEX Replacement  
Card Ordering

**GSA Fleet Drive-thru**  
General Services Administration

Home Application Access Fleet Solutions About Fleet Fleet News Driver Safety Contact Us

**GSA FLEET DRIVE-THRU**  
*Real Time Vehicle Data*  
*The Key to Driving Your Mission*  
*Analyzing Your Reports*

[CLICK HERE TO FIND FUEL](#)

Applications Access	What's New	Vehicle Operator Orientation Videos
<ul style="list-style-type: none"><li>• CRASH</li><li>• Customer-Driven Data</li><li>• FTP Monthly Mileage Upload Tool</li><li>• GSA Replacement Vehicles</li><li>• Mileage Express</li><li>• PM Express</li><li>• Reports Carryout</li><li>• Speed Pay</li><li>• WEX Replacement Card Ordering</li><li>• Defensive Driving Course</li><li>• VCSS - WebBill</li></ul> <p>Choose an Application to Login</p>	<p>"To stop scrolling, mouse over text"</p> <p>Customers who lease GSA vehicles now have the ability to request a new replacement fuel card on-line using the Fleet Drive-thru application. A quick-step reference guide designed to aide customers with using the new program can be found <a href="#">here</a>.</p> <p><b>ATTENTION MILITARY SPEED PAY CUSTOMERS</b></p>	<p>Information about operating, maintaining and managing your GSA Fleet Vehicle.</p> <p></p> <p><a href="#">Click the icon above to access the orientation videos</a></p>



# WEXConnect App



<https://www.wexinc.com/wex-mobile/wex-connect>





# Resources – Driver Guide

**For out-of-network transactions**  
If you are at a fuel or service location that does not accept the Wright Express Card, ask the merchant to follow the below instructions to receive payment on an authorized purchase.

**1-866-939-4472**

**Not valid for merchants that accept Wright Express cards.**

## Alternative Authorization Instructions 1-866-939-4472

1. U.S. or International Fuel and Service stations that DO NOT ACCEPT Wright Express cards can still process a transaction for a Wright Express customer by calling Wright Express at 1-866-939-4472 for an out-of-network authorization.

2. Be prepared to provide the following information: Account #, Vehicle #, Expiration date, Driver ID and Vehicle odometer reading, Total amount of transaction and Merchant contact information.

3. For authorized transactions, Wright Express will provide payment.

4.730GSAFLT (9.08)



## GSA Fleet



## Fleet Services Card User Guide

## The GSA Fleet Services Card

In accordance with the Federal Acquisition Regulation (FAR) 13.301, the governmentwide commercial Fleet Services Card is authorized for the purchase of fuel, maintenance and repair of Government owned/operated motor vehicles. Fleet Services Cards are issued to specific vehicles and should only be used for the vehicle to which it is issued. This card provides your agency/organization with numerous benefits. With these benefits come certain responsibilities for you. This booklet is intended as a quick reference to using your Fleet Services Card.

You are the Government's agent for each purchase made with the Fleet Services Card. You are responsible for each transaction. As such, you must comply with all applicable regulations and procedures of GSA Fleet and your agency/organization.

Visit the GSA Fleet Services Card Web site at [www.gsa.gov/fleetcard](http://www.gsa.gov/fleetcard) for more information.

### GSA FLEET

Phone: 703-605-5630 • Fax: 703-605-9869  
[www.gsa.gov/gsa fleet](http://www.gsa.gov/gsa fleet) • [gsafleet@gsa.gov](mailto:gsafleet@gsa.gov)

## User Responsibilities

The following are rules to follow when using the Fleet Services Card. All transactions are closely monitored by GSA Fleet. Drivers may be prosecuted and held personally liable for misuse and abuse of charges to the card. If you are uncertain as to whether a purchase is appropriate, ask your Fleet Manager or Fleet Service Representative.

- Use only the Fleet Services Card assigned to that specific vehicle.
- Use the card to purchase oil, fluids and other necessary maintenance and repairs only as authorized.
- Purchase regular unleaded self-service gasoline from service stations that offer the lowest price, except when the vehicle requires diesel or alternative fuel or under other authorized conditions.
- Observe all dollar limits on purchases. For maintenance over \$100 and the purchase of all tires and batteries prior authorization is required from the Maintenance Control Center.
- You may not use the Fleet Services Card to purchase food, beverages or other items for personal use.
- Keep the card in a safe and secure place. It is not permissible to store the card in the vehicle.

- Don't fuel any non-GSA Fleet equipment even if attached to a GSA Fleet vehicle (i.e. tractor or ATV).
- Be a wise consumer. If a vendor is trying to sell services you believe to be unnecessary contact your local Fleet Service Representative.
- Seek state tax exemption on all non-fuel purchases.
- Immediately report a lost or stolen card to your Fleet Manager or Fleet Service Representative.
- Do not use an old Fleet Services Card that was replaced for any reason; destroy any lost or stolen cards that are recovered.
- Do not give the Driver ID to anyone except a station attendant or a Customer Service Representative.
- Report any suspicious activity to GSA Fleet.

### Lost or Stolen Cards

For replacement cards, email requests to: [replacementcards@gsa.gov](mailto:replacementcards@gsa.gov). Include plate number(s) and physical shipping address (no PO boxes).

Wright Express cards are accepted at these and other fuel merchants. Card acceptance is subject to independent station owner/operator participation and is subject to change without notice.



For a full list of participating locations go to [www.wrightexpress.com](http://www.wrightexpress.com)

Bigfoot	Cumberland Farms	Economy	Express	Gas America	Grow Mark	Kenyon	Kwik Pantry	M&A Oil	Pantry	Quik Mart	Rymes 24	Town&Country	Weigel Store
Coniford	D & D Oil	Enmark	Forstad	Giant	Halley's	Krause	L-I Champ	Multi Serv	PRIDE	Road Ranger	Stewart's Shops	Trade Oil	Wesco
Coastal	Dairy Mart	Express Stop	Fast Track	Git-n-Go	Huck's	Kroger	Lucky Stop	N-U-Way	Pure	Roten Hobbs	TCI	Tripp Oil	Xtra Fuels
Cogco	Depot	Family	Foster Oil	Global	ICO	Kum & Go	M&H	O'Connor	Qik N EZ	Royal Farms	Taylor Foods	US Oil	Zip Mart
							Mega Stores	OK Petroleum	Quality Oil	Flutters	Thomson Oil	Valley Dairy	

Present card when requesting maintenance under \$100. Maintenance/body work over \$100, call GSA for prior authorization at: 1-866-400-0411



AC Delco	Dodge BusinessLink	Netcost Auto Glass
American Lubefast	Express Oil Change	Permatex
Big O Tires	Ford Dealership	Precision Tune-Up
Danier-Chrysler	GM Goodwrench	Quaker State
Diamond-Triumph	Hammann Auto Glass	STS Tire & Auto Center
Auto Glass	Midco	Wash Depot

\*Limited dealer participation

## How to Pay at the Pump

1. Make sure the station accepts the card.
2. Check mileage before turning off ignition.
3. Insert card and follow pump instructions.
4. Enter Driver ID, remember to remove alpha characters.
5. Enter odometer reading/current mileage.
6. Choose the proper fuel for your vehicle and begin fueling.

**Assistance at the Pump**  
Call the number listed on the back of the Fleet Services Card.

**Maintenance/Bodywork over \$100**  
**Maintenance Control & Accident Management Centers**  
**1-866-400-0411**

**Loss Prevention Team**  
Email the Loss Prevention Team to report suspicious activity  
[LPT@gsa.gov](mailto:LPT@gsa.gov)



# Additional Resources

**[lpt@gsa.gov](mailto:lpt@gsa.gov)**

**[replacementcards@gsa.gov](mailto:replacementcards@gsa.gov)**

**[www.gsa.gov/fleetcard](http://www.gsa.gov/fleetcard)**

**Jenny Kane [jenny.kane@gsa.gov](mailto:jenny.kane@gsa.gov)  
(509)353-2544**



# Questions?

## Thank you for your time!

Jenny Kane  
[jenny.kane@gsa.gov](mailto:jenny.kane@gsa.gov)





# GSA Motor Vehicle Management Resources

- [GSA Fleet Drive-thru and Training](#)
- [Consolidate Your Vehicles With GSA Fleet](#)
- [Short Term Rental Program](#)
- [Dispatch Reservation Module](#)
- [Federal Fleet Management System \(FedFMS\)](#)
- [Car Sharing](#)
- [Alternative Fuel Vehicle Guide](#)
- [WEX Station Locator](#) / [DOE Station Locator](#)
- [2015 FFMT Presentations](#)